



## Interagency Interoperability Oversight Group



**Date:** February 25, 2011

**Topic:** Interagency Helpdesk Ticket Escalation Procedure Project

**From:** Dana Watts, Project Lead

**Summary:**

The team proposes a slight detour from the original project charter and plan. The team could continue discussions about the long-term project and goals, but at the same time step back to discuss the basics and make sure that support is in place for the upcoming field / fire season.

The detour would consist of a review of BLM and FS Tier 1 (Contact Center) procedures when they get a call from the other agency.

The team would simply review how the caller will identify themselves (keeping in mind entitlement issues for the FS), how the Tier1 agent will triage the problem, and then how Tier 1 will either route within their own agency support structure or properly redirect to the other agencies helpdesk.

The goal would be to redirect an incident only once; and only because it needed to be.

The team will confirm procedures and make sure incidents don't get "forgotten" in either system.

In order to ensure success of this project, SME's from Radio from both the FS and DOI/BLM will be needed to ensure success of this effort and the long-term project.

**Approved:**



Jim Douglas  
Chair, Interagency Interoperability Oversight Group

Feb. 24, 2011

Date